

# Frequently Asked Questions

Click on any of the questions below to jump to the answer.

## Appointments

### I am certain my child needs your services, now what?

Prior to visiting us at Imagine Pediatric Therapy, we are required to secure a referral from your doctor. Most of our referring doctors are familiar with this process and may or may not require you to visit them prior to providing the referral. If your doctor is not familiar with our clinic or you need any assistance, please contact us and we will ensure that you are taken care of. Additionally, each new patient is asked to complete a health history form before their first visit. This will help our therapist make a prompt and accurate assessment during the first visit. You are now able to complete the health history online via our EMR portal, please ask our front office for details when you call. Also, please bring your current insurance cards, including Medicaid cards to your first visit. Please arrive at your scheduled appointment 15 minutes early and ready to complete your registration and signature documents.

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### How often will my child have appointments? And for how many visits?

Most visits are generally once per week. However, depending on the evaluation, your therapist may indicate a need for more frequent visits. The total number of visits will also be based on the evaluation and unique goals set by your therapist.

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## Cancellation Policy

### Why have a cancellation policy?

We believe that the success that we will achieve with your child begins with the consistency of treatment. Therefore, we are committed to doing our best to be here for your child on a consistent basis. We also believe that mutual trust is key to good relationships and we trust that you will place the utmost importance on maintaining your appointments as well. Our motivation always has been and always will be helping the many children in need of our clinical services. Logically, we must also be motivated to maintain the integrity of the clinical business so we are able to continue to help. Therefore, it is important that you know three key factors about our business related to attendance:

- o We are never allowed to bill insurance for appointments you do not attend, or an appointment for which you arrive more than 15 minutes late.
- o We choose not to bill you personally for services you did not receive. You will not be billed even if you do not attend your appointment without notifying us.
- o We pay your therapist regardless of your attendance.

Understanding this, you can appreciate how poor attendance jeopardizes our ability to remain open for business and thereby threatens our ability to continue providing services for the many children who depend on us. Please carefully review our attendance guidelines and help us to ensure that this never happens.

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## Frequently Asked Questions.

### **What do I need to know?**

As a new client, we will reserve the most convenient sessions that are available to you on our schedule for the same day and time each week. By accepting this reservation, we must assume that you will attend all of your recurring appointments. We do understand that occasionally things happen which will result in your inability to either attend or re-schedule your reserved time (***note that your cancelled sessions that we fill with another client or you reschedule within a 2 week period are not counted as cancelled***). With this in mind, we've adopted an attendance rate policy by which your attendance will be tracked by percentage. Using this method, our system will allow you to cancel 15% of the time and will still continue to guarantee your session time. Keep in mind that we will guarantee the first 10 sessions on the schedule unless you terminate services or exceed the "No Show" portion of the policy. This means that, from your 10th session forward, you must simply not have cancelled more than 15% of the time and continue this trend to guarantee your reserved session time. We hope that it never occurs, but if your cancellation percentage is above 15% anytime after your 10th session, your reserved session time will become available to the waiting list. This does not mean that you are guaranteed to lose your recurring time, but it does mean that as long as your cancellation percentage remains above 15%, another client that is on the waiting list may take your spot if they choose to do so, thereby moving you to the waiting list. Should this occur, we will notify you immediately and discuss your waiting list options as described below under "Is there a waiting list?".

***Please note that every appointment is counted in this calculation, including back to back appointments on the same day with different therapies.***

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### **Can I re-schedule?**

We understand that it is necessary to occasionally change your appointment time, and you may request a re-schedule appointment up to 3pm one day prior to your appointment. If you are unable to accept another open slot within a two week period, it will count as a cancelled appointment and reduce your attendance rate.

***Please note that routinely asking to be rescheduled indicates that your recurring appointment slot is not working for you and we may discuss with you the need to exit your recurring appointment slot and be placed on our waiting list for a more appropriate time.***

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### **What if I just want to cancel?**

You may request to cancel your appointment up to 3pm one day prior to your scheduled appointment by calling our office at **918-609-6003**. We will do our best to fill your appointment slot. If we are unable to do so, it will count as a cancelled appointment and reduce your attendance rate. The more advanced notice that you provide us, the better chance we will be able to fill your session time.

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### **What is a "No Show"?**

A no show is any missed appointment without a phone call to cancel the appointment(s) prior to 3pm one day prior to your scheduled appointment. No shows are really bad. By not calling until after 3pm the day before, or not at all... we are unable to fill your appointment slot. Therefore, a no show is automatically counted as a cancelled appointment and will increase your cancellation rate. Additionally, 3 no shows in a 12 month period will result in the immediate loss of your recurring appointment and we will contact you to discuss your waiting list options.

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## Frequently Asked Questions.

### **Is there a waiting list?**

There is always a waiting list available when needed, but generally we are continually monitoring demand and are committed to expanding to meet growing needs. If we are unable to provide you with an appropriate recurring appointment, at your request we will add you to the waiting list for scheduled slot(s) that will work for you. While on the list, there are two options that can help your child and possibly increase your chances of getting your preferred spot on the schedule. You may Call-In each week for general openings, and/or you may request that we add you to the On-Call list for your desired time(s). The On-Call list allows us to phone participants in the order they enlisted in the event existing clients cancel and offer single treatment sessions. Although these treatments cannot take the place of a regularly scheduled session, it is an opportunity for our therapists to become acquainted with your child and offer homework to assist you in their continued development while you wait. Additionally, both Call-In and On-Call clients are given a higher priority on the overall list.

When we have permanent treatment sessions that become available, we will contact clients in the following order:

1. Existing clients that took a recurring slot in good standing (below 15% cancellation) but are waiting for their preferred spot. Ranked by their attendance rate\*.
2. New clients on the waiting list that **are** participating in Call-In or On-Call option. Ranked by their attendance rate\*.
3. New clients on the waiting list that are **not** participating in Call-In or On-Call option. Ranked by date added to list.
4. Existing clients that previously lost a recurring spot due to cancellation percentage. Ranked by their attendance rate\*.

***\*In the event two or more clients have same priority and attendance rate, the slot will first be offered to the client with the greater number of attended visits or older date of first service.***

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### **Is all this really necessary?**

Please understand that our intention is to simply reward clients that give us priority by providing them the same. Most all of our clients require treatment for a year or longer. If you have a single weekly appointment, we are only asking that you do not cancel more than 7 weeks of your appointments over the course of a year. With this in mind, we are cognitive of the fact that multiple cancellation early in your history affect you more than later in your history. We also know that sometimes emergencies happen beyond your immediate control. If you have such an issue that may put you over the top early on, do not hesitate to schedule a meeting with our Director to discuss the situation and potentially credit your session(s) back. We want to help in any way we can.

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### **Insurance**

## Frequently Asked Questions.

### **What is your policy regarding fees for your services?**

Once you have a good understanding of your insurance benefits we will schedule your child's evaluation. Co-payments, deductibles and co-insurance amounts are due at the time of service. We will then bill the remaining balance to your insurance carrier. It usually takes 2-3 weeks before any given service we have billed for will reflect on your account. When your carrier has responded for a service, we will apply any amounts paid to your account. If there is a balance for any service due to limitations of your coverage, we will notify you so that you may contact your carrier if you feel there is an error. At the same time, we will mail you a statement reflecting the unpaid balance. In the event your carrier later provides payment for a balance you paid we will apply this amount to your account as a credit and would not require co-payments, etc. as long as your account reflects a credit. If you prefer, you may also request for us to provide a check in the amount of your credit at any time.

If you should need to make special arrangements concerning your bill, please call the office prior to your appointment.

We accept cash, personal checks, Visa, MasterCard and Discover cards.

### **What insurance do you accept?**

Imagine Pediatric Therapy accepts most major insurance plans, including Medicaid and Medicare. Insurance companies are complicated and all plans are different. As such, we will make every effort to accommodate your child and assist you when having trouble understanding what benefits are available to you in your health care plan.

Below are some general questions you can ask your carrier ahead of time to speed the process\*:

1. **Does my plan cover (OT, PT, SP) therapy?**
2. **Is there a cap on (OT, PT, SP) therapy benefits, either monetary or number-of-sessions?**
3. **Is an evaluation covered as part of my (OT, PT, SP) therapy benefits? Is there a limitation on frequency of evaluations?**
4. **What do I need to provide in order to take advantage of my (OT, PT, SP) therapy benefits?**
5. **What percentage of (OT, PT, SP) therapy is covered by my insurance?**
6. **What is my "out of pocket" max and what happens when I reach that dollar amount?**

Imagine Pediatric Therapy participates with the following carriers as an "in network" provider.

- o Aetna U.S. Healthcare
- o Assurant Health
- o Blue Cross/Blue Shield HMO, PPO, Federal
- o Cigna
- o Community Care HMO, PPO
- o Coventry Health Care
- o First Health
- o Galaxy Health Network
- o Government Employees Hospital Assc. Inc. (GEHA)
- o Great West Healthcare
- o Healthcare Solutions Group, Inc.
- o HealthChoice
- o Humana Choice Care

#### Frequently Asked Questions.

- o Humana Employers Health Benefits
- o Medicaid/Title 19/SoonerCare
- o Meritian
- o Multi-Plan, Inc.
- o PHCS
- o PPO of Oklahoma
- o Preferred Community Choice/PCC Select
- o Principal Mutual Life Insurance Co.
- o Tricare/Tricare Prime
- o United

\*If your carrier is not on the list above, any services rendered through us may be considered "out of network" for your insurance. Many of these insurance companies still cover a considerable percentage of the therapy services we provide, and we have had good luck receiving "gap exceptions", where you may be considered for in network benefits if you are a good distance from the nearest in network provider. However, it will be important to inform your carrier that we are an "out of network" provider when asking the questions above.

Should you have any questions about any insurance or billing issues, please do not hesitate to contact us. We are here to do everything we can to ensure your child gets the help they need.

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## **Pediatric Therapy**

### **What is Pediatric Occupational Therapy?**

As **Occupational Therapists** specializing in pediatrics, we are professionals who assist in the assessment and treatment of sensorimotor skills, perceptual motor skills, feeding, social interaction, attention, fine motor skills, upper extremity abilities, learning problems, children on the spectrum, and other functional skills of children. We help kids develop the skills to perform the tasks of their everyday lives using creative methods that are always fun. We use play, toys, music, humor, and games to motivate children to achieve the goals of their therapy.

#### Occupational Therapists:

- o Assess and treat sensory processing disorders.
  - o Improve upper extremity muscle strength, endurance, range of motion, coordination, fine motor abilities and function.
  - o Address self care skills.
  - o Recommend strategies for managing decreased or emerging function and movement which may include assistive equipment.
  - o Work on social and peer interaction skills.
  - o Provide education to caregivers.
  - o Consult with other professionals regarding the role of occupational therapy and how it can improve the child's daily life.
  - o Collaborate with caregivers and child to create effective carry-over from the occupational therapy clinic to home.
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Frequently Asked Questions.

### **What is Pediatric Speech Therapy?**

As **Speech Therapists** specializing in Pediatrics, we assess and treat all areas of speech & language development. Some of these areas include:

- o Receptive Language
- o Expressive Language
- o Apraxia of Speech
- o Swallowing
- o Food Aversion
- o Articulation and Phonology
- o Oral Motor
- o Pragmatic/Social Language
- o Memory
- o Cognition
- o Auditory Processing
- o Fluency

Impairments in these areas may be related to neurological deficiencies, such as Autism, Down's Syndrome, and Cerebral Palsy. However, children with typical neurological development may also experience difficulty in these areas as well. Following an evaluation to assess each child's strengths and areas of need, goals are formulated, and speech therapy is initiated to assist the child in reaching these goals.

While speech therapy is goal-oriented and centered on each child's individual areas of strengths and needs, each session allows not only for structured therapy activities, but it also encourages the child to express his or her own preferences while selecting these activities. Opportunities to co-treat with other therapy specialties, such as occupational therapy, physical therapy, and applied behavior analysis promote simultaneous growth in these areas.

The key to pediatric speech therapy, as with therapy in general, is to challenge the child while fostering a warm and welcoming environment. The child thus develops skills while having fun at the same time. When these two aspects of therapy remain in balance with each other, the child is able to make sustained progress toward the goals and ultimately the child is able to maximize his/her potential.

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## Frequently Asked Questions.

### **What is Pediatric Physical Therapy?**

As **Physical Therapists** specializing in Pediatrics, we help children maximize their physical abilities and minimize the physical limitations that accompany some developmental issues. We use our experience and extensive training in pediatric health, including anatomy and physiology, psychology and child development to assist children in reaching their highest level of potential. Our goal is to assist children in developing independence and safe methods to participate in the home, community, classroom and playground. We are concerned with children's ability to take part in important movement activities such as crawling and walking, running, playing games, participating in sports, and in other important physical interactions with the world around them. In addition, for children who rely on mobility aids such as wheelchairs, orthotics and other supports, our therapists work to ensure successful and safe navigation in their environments. Physical therapy at Imagine Pediatric Therapy provides evaluation, intervention and consultation in the following areas:

- o Gross motor development
- o Muscle tone and strength
- o Posture/postural control
- o Pre-gait and gait training
- o Locomotion patterns
- o Neuromuscular function
- o Endurance
- o Musculo-skeletal conditions
- o Body alignment
- o Environmental adaptations/seating and positioning
- o Wheelchair positioning and mobility
- o Splinting/bracing/orthotics

Physical therapists may incorporate many intervention approaches, including stretching, massage, mobilization, strengthening and endurance training to enhance the child's capabilities and prevent deformities and contractures. We also assess and modify environmental obstacles that might impede optimal performance.

With physical therapy, kids build strength and improve motor function, balance and coordination in fun, creative ways. In fact, most of the work we do is based in play... it's the most positive way to get children motivated and involved. That's why you'll see swings, ball pits, climbing walls and all kinds of toys in our clinics. They're important for your child's therapy and they also help us create the child-centered environments that help our clients thrive.

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